)))GistIt

GistIt™ Client for BlackBerry ™ Installation Guide
v 1.5

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1. GistIt Client for BlackBerry™

The GistIt client for BlackBerry provides a separate interface to GistIt's standalone features while also integrating features into the BlackBerry mail client on your device.

Please refer to the *GistIt User Guide* for more information on GistIt features and how to use GistIt.

The GistIt installer is available from your system administrator. The installer includes all of the files needed to install GistIt on your BlackBerry.

Before you begin the GistIt installation process you should back up your BlackBerry device. This can be done through the BlackBerry Desktop manager tool and complete instructions are available in your BlackBerry documentation.

Do not proceed with the installation without backing up your device.

2. Client Installation or Upgrade

1. Make sure that the BlackBerry Desktop Manager is installed, but not running on your computer.
2. Using the Windows Browser locate the Gistit Client **install.exe** file. Double click on this file to start the installation process.
3. The Gistit Introduction screen will be displayed. Review the instructions and then click the <Next> button to review the License Agreement screen.
4. After reviewing and accepting the License Agreement click the <Next> button to review the Important Information screen.
5. Review the Important Information screen then click the <Next> button.
6. On this screen specify the directory that you want the Gistit Client installed, and then click the <Done> button.
7. The GistIt Client installer will open BlackBerry Desktop Manager. Select the 'Application Loader' icon and proceed to load the GistIt Client Application as described in "Loading Handheld Application" section of the BlackBerry "Installation and Getting Started Guide".

   Note: When using the BlackBerry Desktop Manager, version 2.1.3, the GistIt Client may not appear in the list on the "Handheld Software Application" screen. To add GistIt to the list:
   a. *Click the "Add" button.*
   b. *Navigate to the location where you installed the GistIt client.*
   c. *Select the "GistIt21.ali" file and press "Open"*
   d. *The GistIt Client should appear checked in the list.*

8. Once GistIt has been loaded on the BlackBerry, close the Desktop Manager application to end the installation process.

2.1 Troubleshooting the installation or upgrade

a. Due to the size of the GistIt DLL, it may be necessary to remove existing applications and/or existing application data. If the load process fails the first time through, repeat steps 2-11 (see Client Installation or Upgrade) but choose to *'remove existing applications'* when prompted.

b. If the load process still fails with this modification, repeat steps 2-11 (see Client Installation or Upgrade) again choosing to *'remove existing applications and existing application data'* when prompted. Note: After you complete this procedure ***you will have to restore any data you want from the backup made before the installation***.

c. If you were forced to perform a Restore of your application data after the GistIt installation, the restoration process removed the entry for the GistIt server that was automatically created during the GistIt client installation. As a result, you must create this entry manually. To do so, create an address entry with the following properties:

> **First:** GistIt
> **Last:** Server
> **Email:** *The e-mail address to the GistIt server will be provided by the system administrator*

If this address is not exactly as shown above you will not be able use GistIt.

3. Post Installation/Upgrade

Once the initial installation or upgrade has been completed, you'll need to do one final thing to configure your device for use with GistIt.

1. From the main application screen, select you address book application (Rolodex Icon)
2. Find the GistIt address. It should be at the top and has the transmit icon in front of it.
3. Edit this the email address for this entry.
4. The email address for the GistIt server should be entered here. Please obtain this address from the system administrator
5. Save changes to the address entry.

4. Using the GistIt Software

4.1 Verify Server Connectivity

You're now ready to begin using the GistIt client software. A good first test is to send a *Server Connectivity Test*.

1. Locate the GistIt application on the main application screen. It has GI for the icon.
2. Open this application and you should see the GistIt Diagnostics item.
3. The plus sign '+' indicates that there are items below the one shown.
4. Click on the thumbwheel and select "Next" to go one level deeper.
5. At this level you'll see the Server Connectivity Test item. Click on the wheel and select "*Execute*". This will send a simple request to the GistIt Server asking it to verify your connection. If the device and server are running properly, you should receive a email response that contains your device PIN and the city that you are sending your request from. If an error dialog pops up after you select "*Execute*" check your address book entry for the GistIt entry. Please review the *Troubleshooting the Installation* tips to ensure that you've completed the address setup step.

4.2 Requesting an GistIt Client Update

If you have completed the Server Connectivity Test successfully, you should request a client update. This process ensures that you have the most recent set of features for the BlackBerry client by delivering a wireless update in your email.

1. Locate the GistIt application on the main application screen. It has GI for the icon.
2. When you are in the GistIt application click the thumbwheel to bring up the application menu.
3. Select "*Request Update*" from the top-level menu.
4. You should receive an e-mail from the GistIt server with a [G] icon. This email contains the GistIt update as an attachment.
5. Open the e-mail message and scroll the curser to the bottom of the message.
6. The attachment appears below the last solid line in the message and should read *GistItUpdate.*   Open the attachment by moving the cursor onto the first letter of the attachment and clicking the thumbwheel.

7. From the menu select '*Open Attachment*'.
8. Opening the attachment will update the GistIt Client application.

Appendix A

Manual Client Installation

For an administrator who must perform repeated installation, or in the unlikely event the client installer fails, an administrator may choose to install the GistIt application manually. The steps for this process appear below.

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Locate the appropriate .ali and .dll files in the clients directory in the
GistIt installation hierarchy.  The version of the BlackBerry client determines
which files must be used.
     BlackBerry Client version 2.0 = GistIt20.ali and GistIt20.dll
     BlackBerry Client version 2.1 = GistIt21.ali and GistIt21.dll

Copy the .ali and the .dll to your local hard drive.  Please ensure that both
files are in the same directory.

1.  Backup your device (refer to your device instructions).
2.  Activate the application loader on your BlackBerry Desktop Manager.
3.  When presented with the listing of available options, select "Add" in the
upper right corner.  This will pop up a file selection box.
4.  Point this dialog to the directory where you saved the .dll and the .ali.
Select the .ali and select Open.
5.  This should add "GistIt Client for BlackBerry" to the Application listing.
Make sure that it is checked.
6.  Click next and I recommend you keep existing settings.
7.  Click next and don't remove existing applications or existing application
data.
8.  Click finish to allow the loading process to begin.
```

If any errors occur, refer to the section on "Troubleshooting the installation or upgrade".